



Business Delivery Through the Internet

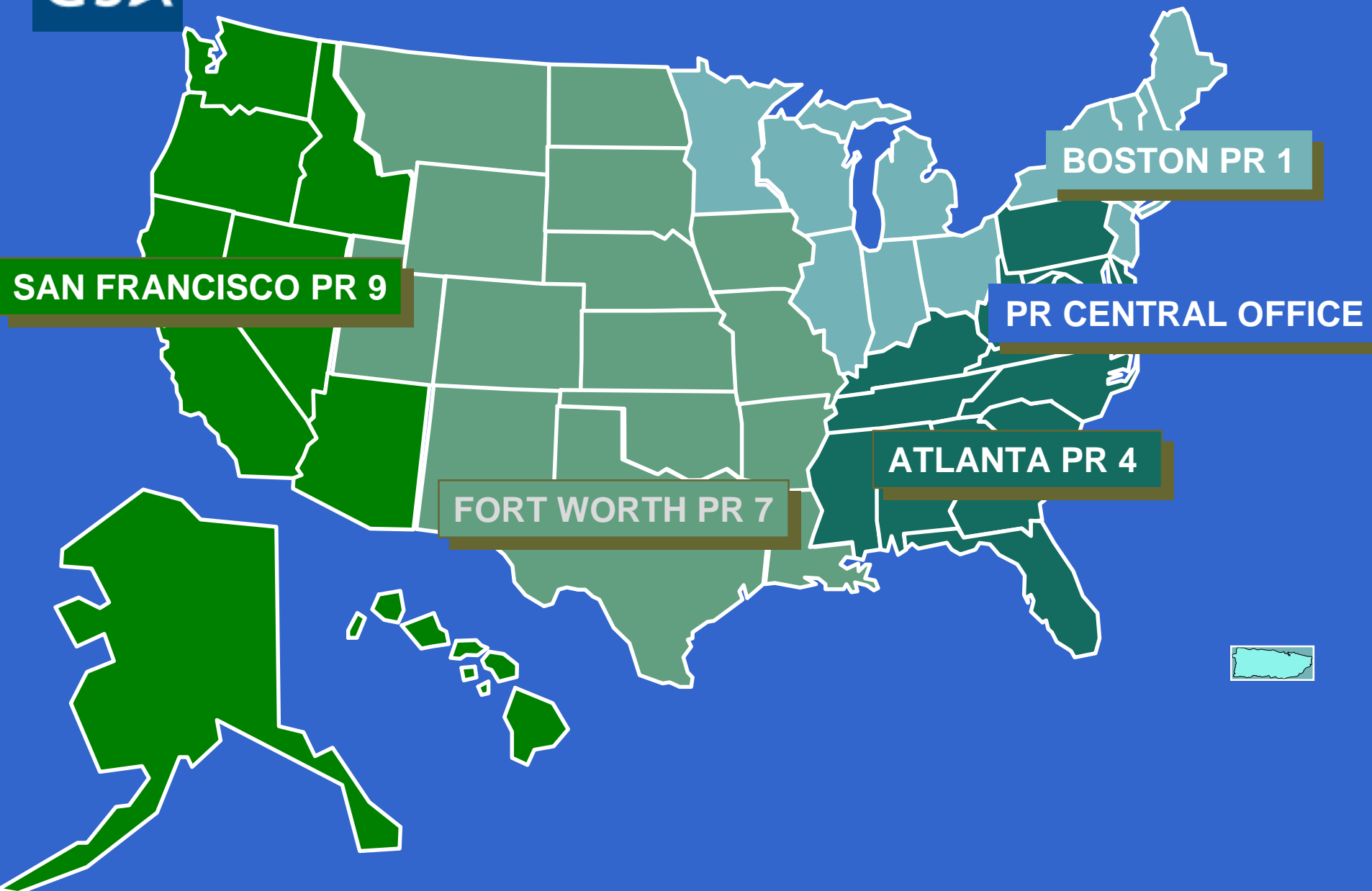
Best Practices



International Development Research Council
November 7, 2001



Property Disposal (PR) Zonal Map



BOSTON PR 1

SAN FRANCISCO PR 9

PR CENTRAL OFFICE

ATLANTA PR 4

FORT WORTH PR 7



Role of Property Disposal

PR promotes full utilization of Government-wide Real Property and disposes of surplus real property.

Service Offerings

- Environmental Services
- Relocation Program
- Sale/Lease Back
- Early Transfer Authority
- Property Act Exchanges

Key Projects

- BRAC
- Brownfields
- Lighthouses
- MIP
- IRS Redemption



Disposal Process

Excess

AGENCY REPORTS
PROPERTY
EXCESS TO GSA FOR
DISPOSITION

Federal Transfer

DETERMINED
SURPLUS IF NOT
TRANSFERRED
TO ANOTHER
FEDERAL AGENCY

Discount Conveyance

PROPERTY
AVAILABLE
FOR CERTAIN
PUBLIC USES
UP TO 100%
DISCOUNT

Negotiated Sale

TO ELIGIBLE
PUBLIC BODIES
FOR OTHER
PUBLIC USES
FAIR MARKET
VALUE
REQUIRED

Public Sale

OFFERED TO
PUBLIC AND
PRIVATE PARTIES
VIA
AUCTION OR
SEALED BID
FAIR MARKET
VALUE REQUIRED

CORRECTIONAL FACILITY USE
EDUCATIONAL USE
EMERGENCY MANAGEMENT
HIGHWAYS
HISTORIC MONUMENTS
HOMELESS ASSISTANCE
LAW ENFORCEMENT
PORT FACILITIES
PUBLIC AIRPORTS
PUBLIC HEALTH
PUBLIC PARK & PUBLIC RECREATION AREAS
SELF HELP HOUSING
WILDLIFE CONSERVATION



PR has Implemented an Integrated eGov Solution

1. Intranet

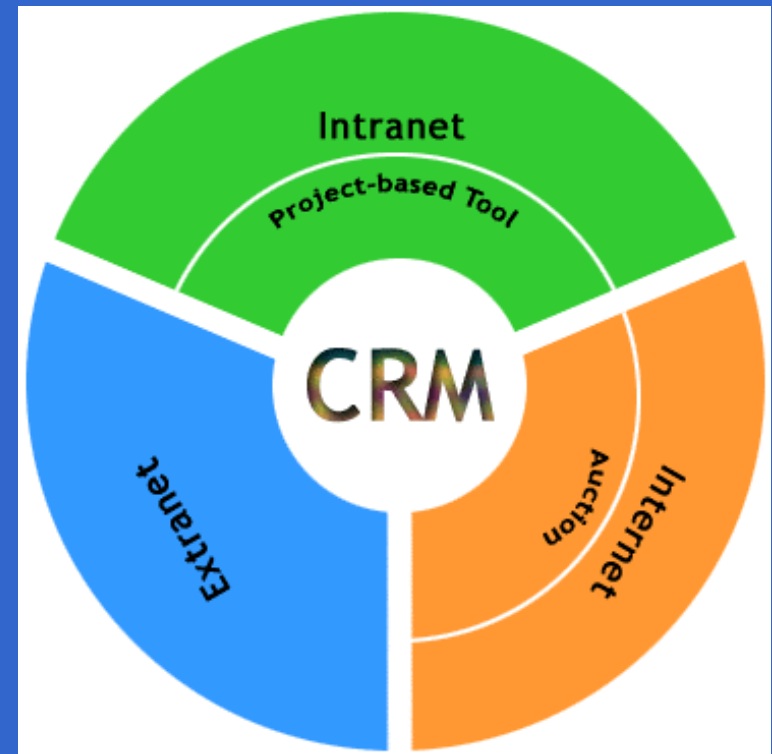
Knowledge Management System (KMS)
secure site for PR staff to conduct
internal processes

2. Extranet

KMS site for PR customer agencies to
access PR services and information

3. Internet

Public website for access to property sales
listings and online auction



Intranet & Extranet *Knowledge Management System*, Pioneered with the *Resource Center*, has laid the Groundwork for Internet-based Activities

Process Tools, Online Databases

What's
New?

Latest
additions to
site

Event Planning,
Reports, Archives

The screenshot shows the 'Resource Center' website for the Office of Property Disposal. The central graphic features a globe, a clock, and a building. Various navigation links are visible, including 'What's New?', 'Library', 'Outreach', 'Expertise and Contacts', and 'Tracking and Analysis'. Callouts from external text blocks point to specific features: 'What's New?' points to the 'What's New?' section; 'Latest additions to site' points to the 'New Environmental Page' link; 'Event Planning, Reports, Archives' points to the 'Tracking and Analysis' link; 'Process Tools, Online Databases' points to the 'Utilization, Disposal, Appraisal' link; 'RC Extranet - available to PR customer agencies' points to the 'Search' link; 'Remainder of RC available to PR staff thru secure login' points to the 'PR Guide to RC' link; and 'Subject Matter Experts, Teams, Customer Profiles' points to the 'Expertise and Contacts' link.

Office of Property Disposal
Resource Center

What's New?
■ New Environmental Page
■ Legislative Module
■ Appraisal Guidebook Framework
■ Library Reorganization
■ Transactional Survey Tools

Utilization, Disposal, Appraisal
Administrative Tools
Good Practices
Tracking and Analysis

Library
Real Property Disposal Forms
Outreach
Expertise and Contacts

Search
PR Guide to RC
PR Guide to Environmental Page

Asset Management Utilization
• GSA Property Disposal Nationwide Staff Listing
• Log Out

GSA
PR
PBS

GSA

RC Extranet -
available to PR
customer agencies

Remainder of RC
available to PR
staff thru secure
login

Subject Matter
Experts, Teams,
Customer Profiles



Intranet KMS - Resource Center

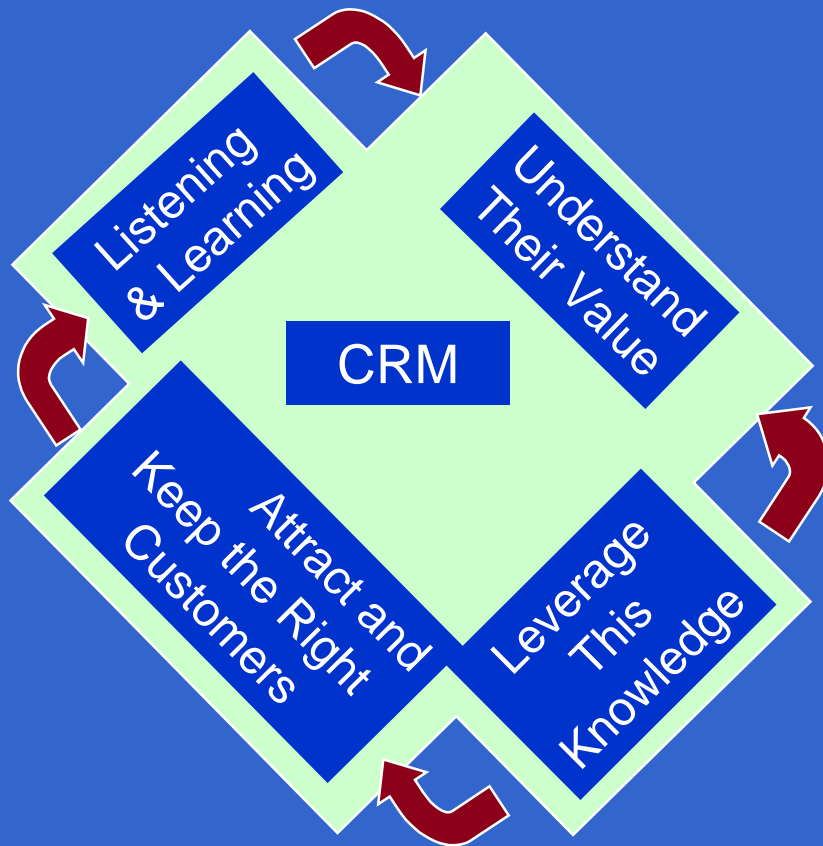
<http://rc.gsa.gov>

- *Increased speed and productivity* from Realty Specialists and support staff
 - Improved cycle time with improved quality and reduced costs
- More nurturing and sustaining of *innovations*
 - Reuse solutions and reduce waste; broader perspective of competitive environment
- Increased timeliness and better *decision making*
 - Improved customer service and relationships
- Greater *efficiencies*
 - Leveraging of lessons learned and experiences of colleagues

KM is at the heart of key performance measurements, including cycle time, customer satisfaction, and data accuracy.

Extranet KMS

Key Part of PR's CRM Strategy



What do PR's **customers want**?

- A unified organization
- More standardized practices
- Extended customer service
- Consulting services
- Information dissemination
- Partnering

KM is helping PR meet **customer needs**
- On-line Forms, Library, and Outreach
modules allow PR staff and clients
access to data real time



Internet Home Page

<http://propertydisposal.gsa.gov/property/>

- Internet Online Property Sales Listings - 1997
- Expanded to Internet Auction site - 1999

PR's Internet auction commission fee is significantly less than private sector internet auction fees. . . An average 46% below Liquidation.com and 29% below Bid4Assets.com





Internet Has Provided Benefits to PR

- Increased awareness of PR's "government brand"
 - *"Uncle Sam Gets Web Auction Bug, GSA Finds Public Ready and Willing to Buy Surplus Real Estate Online"*, Washington Post, Business Section, 6/12/01
- National / International exposure
- Substantial cost savings for divesting agencies
- Value-added services for acquirers and divesting agencies



Internet Real Property Sales & Cost Savings

- Internet sales average is above appraised Fair Market Value
- Internet auction has increased buyer interest (e.g., increasing number of phone calls, faxes, email, etc.)
- PR's Internet auction offers substantial cost savings vs. traditional methods
 - Savings per sale includes travel, hotel, auctioneer, etc.



Next Steps - PR

- Expand the mix of property
 - Build on existing Federal relationships and expand to new relationships
 - Continually gather user comments and website usage information for future site development requirements
- Enhance existing sites
 - Intranet: create project based tool to track property throughout lifecycle of utilization and disposal
 - Extranet: provide additional forms with interactive capabilities, training
 - Internet: virtual property tours, expanded property search capabilities, customized email options (outbid notification, new property information)



Next Steps - Federal Asset Sales Initiative

- Facilitate business and citizen access to Government sales
- Provide sales portal for excess Federal personal property, real property, financial assets, and retail sales
- Reduce costs while maximizing asset sale prices

By simplifying access to Federal sales information, USG will save \$15 million by consolidating 150 websites involved in government asset sales